

### Amendments to the Claims

1. (Cancelled)
2. (Previously Presented) The method according to claim 27, wherein the first item of contact information is received through a website.
3. (Previously Presented) The method according to claim 27, wherein the first item of contact information, the contact quality and the contact classification is received from different sales representatives.
4. (Previously Presented) The method according to claim 3, wherein the first item of information, the contact quality and the contact classification are provided to a sales representative that did not provide any of the first item of information, the contact quality and contact classification information.
5. (Previously Presented) The method according to claim 27, wherein the entity is a business.
6. (Previously Presented) The method according to claim 27, wherein the first item of contact information is associated with a sales representative.
- 7-9. (Cancelled)
10. (Currently Amended) The method according to claim [[9]] 27, wherein the report follow-up list is sorted chronologically.
11. (Previously Presented) The method according to claim 27, wherein sales representatives are automatically notified of appointed contacts.
- 12-26. (Cancelled)

27. (Currently Amended) A method for retaining and using contact information, comprising:

receiving a first item of contact information regarding a contact from one of a plurality of sales representatives via a graphical user interface (“GUI”) displayed on a computer executing a software application;

storing the first item of contact information in at least one searchable database in communication with the computer and associating the first item of contact information with a particular entity;

~~receiving, via the GUI, and storing information in the at least one searchable database regarding the quality of one or more contacts with the particular entity, the one or more contacts comprising a module for reducing the size of data accessed in the at least one searchable database, the module arranged by at least one of a size and a geographic location;~~

classifying the contact by a quality classification of one or more contacts; the quality classification being indicated by one of a set of specific guidelines required by the software application indicating the value of the contact to the sales representatives, the set of guidelines including at least one of the following classifications:

a Sales Visit, wherein a Sales Visit comprises an on site visit to promote a sale whether a sale occurs or not;

a Sales Phone Call, wherein a Sales Phone comprises a telephone call to promote a sale whether a sale occurs or not~~an indication of whether the contact with the particular entity is for post-sale maintenance and an indication that a contact furthered future sales opportunities that could lead to additional business;~~

a Maintenance Visit, wherein a Maintenance Visit comprises an on site visit to explain one of a first bill and a product or service;

a Maintenance Phone Call, wherein a Maintenance Phone Call comprises an telephone call to explain one of a first bill and a product or service; and

Not a Quality Contact, wherein Not a Quality Contact comprises one of a telephone call and a visit to resolve an administrative issue;

receiving and storing information in the at least one searchable database, via the GUI, regarding the classification of the same one or more contacts the type of initial contact, wherein information regarding quality was also received about the particular entity;[[,]]

classifying the contact by an initial customer classification, of the one or more the initial contacts customer classification being indicated from a set of specific customer classes required by the software application including at least one of:

a reactive contact class, where customers classified as reactive are those that have initiated contact with one of the plurality of sales representatives;

a proactive contact requiring a proactive sales effort class, where customers classified as proactive are those where a sales representative initiated the contact with the customer; and

a target class, where customers classified as targets are those with no known relationship with the company but may be interested in services of the company;

receiving proactive contact information, via the GUI, in a plurality of data fields in the at least one searchable database, the proactive contact information comprising customer account information, customer identification information, and quality contact type information, the quality contact type information comprising at least one of customer visit information and customer telephone call information;

tracking edits to the proactive contact information in at least one of the plurality of data fields including indicating when a last edit to the proactive contact information was made;

generating at least one report associated with the proactive contact which is utilized to track sales activities, compare the performance of the one of the plurality of sales representatives with at least one established performance metric, and determine which of a plurality of entities should be contacted and in what order;

determining whether classifying the one or more contacts customers with the particular entity is classified as a do not call customer, and if so, preventing the one or more contacts from being placed in a list comprising the proactive contact to prevent the

one or more ~~contacts~~ customers on the do not call list from receiving solicitations from the one of a plurality of sales representatives; ~~and~~

~~receiving importing~~, electronically from a billing system, billing information associated with the particular entity in the at least one searchable database for review by the one of the plurality of sales representatives, wherein the billing information is associated with previously collected historical information associated with the one or more contacts and the one of the plurality of sales representatives; and

providing the report based on the associated quality, classification and billing information in the at least one searchable database via a printout in a format indicating which particular entities should be contacted and in what order.

28-30. (Cancelled)

31. (Previously Presented) The method of claim 27, further comprising storing information into the at least one database to reflect that a particular entity desires not to be contacted in the future.

32. (Cancelled)